

State of Hawaii  
Department of Labor and Industrial Relations  
Office of Community Services

**Request for Proposals**

**RFP No. OCS LBR 903-05\_14  
Employment Core Services for  
Reintegrating Individuals**

July 16, 2013

**Note:** *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*



STATE OF HAWAII  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS  
OFFICE OF COMMUNITY SERVICES  
830 PUNCHBOWL STREET, ROOM 420  
HONOLULU, HAWAII 96813  
[www.hawaii.gov/labor](http://www.hawaii.gov/labor)  
Phone: (808) 586-8675 / Fax: (808) 586-8685  
Email: [dlir.ocs@hawaii.gov](mailto:dlir.ocs@hawaii.gov)

July 16, 2013

Dear Applicant:

SUBJECT: REQUEST FOR PROPOSALS (RFPs) FOR  
STATE FISCAL YEAR (FY) 2014

The Office of Community Services (OCS), an Office administratively attached to the Department of Labor and Industrial Relations (DLIR), is soliciting proposals from qualified applicants to provide the human services listed below for State Fiscal Year 2014.

OCS is launching a new program pursuant to its New Day Plan for Improving Lives and Strengthening Communities. The target communities to be served by this program are ex-offenders reintegrating into society.

OCS expects that the successful applicants pursuant to these RFP will cooperate, coordinate, and collaborate in providing an integrated array of resources and services for the client communities that are to be served by this proposal.

RFP No.

Service Activity Title

**LBR 903-05\_14**

Employment Core Services for Reintegrating Individuals

All prospective applicants are hereby notified that this RFP for competitive purchase of services is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules.

The enclosed materials outline the application requirements of RFP No. LBR 903-05 for Employment Core Services for Reintegrating Individuals. Included for your use are the administrative requirements, service specifications, proposal applications, budget instructions, as well as other reference materials. Prior to application submittal, it is imperative that the applicants closely review all information and follow detailed instructions provided.

Proposals postmarked after August 15, 2013, or hand delivered after 4:30 p.m. H.S.T. on August 15, 2013, **shall be considered late and rejected**. There are no exceptions to this requirement. Proposals delivered by facsimile transmission or e-mail will not be accepted. One original and four copies of the proposal are required.

DLIR-OCS will conduct an orientation session on Tuesday, July 23, 2013 from 10:00 a.m. to 12:00 noon, at the Office of Community Services, Conference Room, 830 Punchbowl Street, Room 420, Honolulu, Hawaii. All prospective applicants are strongly encouraged to attend the session.

Applicant  
July 16, 2013  
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The deadline for submission of written questions is 4:30 p.m. H.S.T. on Tuesday, July 30, 2013. DLIR-OCS will address all written questions with a written response by August 6, 2013. Written questions may be submitted to DLIR-OCS by facsimile or e-mail. However, all applicants who submit written questions by facsimile or e-mail bear the full and exclusive responsibility for assuring the complete, correctly formatted, and timely transmission of their questions.

DLIR-OCS reserves the right to amend the terms of this RFP, to issue addenda, or to withdraw this RFP at any time.

All questions or inquiries regarding these RFP should be directed to the RFP Contact Person, Ms. Denise M. Pierson, by mail at 830 Punchbowl Street, Room 420, Honolulu, Hawaii 96813, or e-mail at [denise.m.pierson@hawaii.gov](mailto:denise.m.pierson@hawaii.gov) or by telephone to (808) 586-8675. Thank you for your interest in applying and for working with us to provide quality services.

Sincerely,

MILA KAAHANUI, MSW  
Executive Director

**AN EQUAL OPPORTUNITY AGENCY**

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: One (1) original and four (4) copies**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **August 15, 2013** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

### All Mail-ins

Department of Labor and Industrial Relations  
Office of Community Services  
830 Punchbowl Street, Ste. 420  
Honolulu, HI 96813

### OCS RFP COORDINATOR

Denise M. Pierson  
830 Punchbowl Street, Rm 420  
Honolulu, HI 96813  
(808) 586-8675  
Fax: (808) 586-8685  
[denise.m.pierson@hawaii.gov](mailto:denise.m.pierson@hawaii.gov)

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), August 15, 2013.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **August 15, 2013.**

### Drop-off Sites

OFFICE OF COMMUNITY SERVICES  
Department of Labor & Industrial Relations  
830 Punchbowl Street, Room 420  
Honolulu, Hawaii 96813

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## **Section 1**

# **Administrative Overview**

# Section 1

## Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

### 1.1 Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.

| <u>Activity</u>  | <u>Scheduled Date</u> |
|--|-----------------------|
| Public notice announcing Request for Proposals (RFP)                       | November 21, 2012     |
| Distribution of RFP  | July 16, 2013         |
| RFP orientation session  | July 23, 2013         |
| Closing date for submission of written questions for written responses     | July 30, 2013         |
| State purchasing agency's response to applicants' written questions        | August 6, 2013        |
| Discussions with applicant prior to proposal submittal deadline (optional) | N/A                   |
| Proposal submittal deadline  | August 15, 2013       |
| Discussions with applicant after proposal submittal deadline (optional)    | N/A                   |
| Final revised proposals (optional)   | N/A                   |
| Proposal evaluation period   | August 15- 30, 2013   |
| Provider selection   | September 2-3, 2013   |
| Notice of statement of findings and decision                               | September 4-5, 2013   |
| Contract start date  | October 1, 2013       |



## 1.2 Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo>

| For |  | Click on "Doing Business with the State" tab or   |
|-----|--|---|
| 1   | Procurement of Health and Human Services   | <a href="http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services">http://hawaii.gov/spo/health-human-svcs/doing-business-with-the-state-to-provide-health-and-human-services</a>   |
| 2   | RFP website  | <a href="http://hawaii.gov/spo/general/procurement-notice-for-solicitations">http://hawaii.gov/spo/general/procurement-notice-for-solicitations</a>   |
| 3   | Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services | <a href="http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules">http://hawaii.gov/spo/general/statutes-and-rules/procurement-statutes-and-administrative-rules</a>   |
| 4   | Forms  | <a href="http://hawaii.gov/spo/statutes-and-rules/general/spo-forms">http://hawaii.gov/spo/statutes-and-rules/general/spo-forms</a>   |
| 5   | Cost Principles  | <a href="http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services">http://hawaii.gov/spo/health-human-svcs/cost-principles-for-procurement-of-health-and-human-services</a>   |
| 6   | Standard Contract -General Conditions, AG103F13  | <a href="http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts">http://hawaii.gov/spo/general/gen-cond/general-conditions-for-contracts</a>   |
| 7   | Protest Forms/Procedures   | <a href="http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers">http://hawaii.gov/spo/health-human-svcs/protestsreqforreconsideration/protests-requests-for-reconsideration-for-private-providers</a> |

### Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

| For |  | Go to   |
|-----|--|---|
| 8   | Hawaii Compliance Express (HCE)                                    | <a href="https://vendors.ehawaii.gov/hce/splash/welcome.html">https://vendors.ehawaii.gov/hce/splash/welcome.html</a> |
| 9   | Department of Taxation   | <a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a>   |
| 10  | Wages and Labor Law Compliance, HRS §103-055                       | <a href="http://capitol.hawaii.gov/hrscurrent">http://capitol.hawaii.gov/hrscurrent</a>                               |
| 11  | Department of Commerce and Consumer Affairs, Business Registration | <a href="http://hawaii.gov/dcca">http://hawaii.gov/dcca</a><br>click "Business Registration"                          |
| 12  | Campaign Spending Commission                                       | <a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>   |

## 1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## 1.4 RFP Organization

This RFP is organized into five sections:

*Section 1, Administrative Overview:* Provides applicants with an overview of the procurement process.

*Section 2, Service Specifications:* Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

*Section 3, Proposal Application Instructions:* Describes the required format and content for the proposal application.

*Section 4, Proposal Evaluation:* Describes how proposals will be evaluated by the state purchasing agency.

*Section 5, Attachments:* Provides applicants with information and forms necessary to complete the application.

## 1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

**Office of Community Services  
Department of Labor and Industrial Relations, State of Hawaii  
830 Punchbowl Street, Room 420  
Honolulu, Hawaii 96813  
Phone: (808) 586-8675 Fax: (808) 586-8685**

## 1.6 RFP Contact Person

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below:

Denise M. Pierson  
Phone: (808) 586-8675  
Fax: (808) 586-8680  
Email: [denise.m.pierson@hawaii.gov](mailto:denise.m.pierson@hawaii.gov)

## 1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

|                  |   |                         |
|------------------|---|-------------------------|
| <b>Date:</b>     | <b>Tues. July<br/>23, 2013</b>  | <b>Time: 10:00 a.m.</b> |
| <b>Location:</b> | <b>Office of Community Services Conference Room<br/>830 Punchbowl St. #420 Honolulu, Hawaii 96813</b> |                         |

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

## **1.8 Submission of Questions**

Applicants may submit questions to the RFP Contact Person identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

**Date:** July 30, 2013 **Time:** 4:30 p.m. **HST**  
State agency responses to applicant written questions will be provided by:

**Date:** August 6, 2013

## **1.9 Submission of Proposals**

### **A. Forms/Formats**

Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in subsection 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

- 1. Proposal Application Identification (Form SPOH-200).** Provides applicant proposal identification.
- 2. Proposal Application Checklist.** The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.
- 3. Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
- 4. Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.

## **B. Program Specific Requirements**

Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.

## **C. Multiple or Alternate Proposals**

Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

## **D. Hawaii Compliance Express (HCE)**

All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection 1.2, Website Reference**, for HCE's website address.

- 1. Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection 1.2, Website Reference for DOTAX and IRS website address.)
- 2. Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection 1.2, Website Reference for DLIR website address.)
- 3. DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection 1.2, Website Reference for DCCA website address.)

## **E. Wages Law Compliance**

If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of

employees of contractors performing services. Refer to HRS §103-55, at the Hawaii State Legislature website. (See subsection 1.2, Website Reference for DLIR website address.)

**F. Campaign Contributions by State and County Contractors**

HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See subsection 1.2, Website Reference for Campaign Spending Commission website address.)

**G. Confidential Information**

If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked CONFIDENTIAL\*, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

*\*Note that price is not considered confidential and will not be withheld.*

**H. Proposal Submittal**

All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:

1. Postmarked after the designated date; or
2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

## **1.10 Discussions with Applicants**

### **A. Prior to Submittal Deadline**

Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements. For the reissuance of this RFP proposals may be accepted without discussions, in accordance with HAR §3-143-403

### **B. After Proposal Submittal Deadline**

Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

## **1.11 Opening of Proposals**

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **1.12 Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## **1.13 RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

## **1.14 Final Revised Proposals**

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit only the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## **1.15 Cancellation of Request for Proposal**

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

## **1.16 Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## **1.17 Provider Participation in Planning**

Provider(s), awarded a contract resulting from this RFP,

- ☒ are required  
☐ are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

## **1.18 Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- A. Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- B. Rejection for inadequate accounting system. (HAR §3-141-202)
- C. Late proposals (HAR §3-143-603)
- D. Inadequate response to request for proposals (HAR §3-143-609)
- E. Proposal not responsive (HAR §3-143-610(a)(1))
- F. Applicant not responsible (HAR §3-143-610(a)(2))

## **1.19 Notice of Award**

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## 1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 3-148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. (See subsection 1.2, Website Reference for website address.) Only the following matters may be protested:

- A. A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- B. A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- C. A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

| Head of State Purchasing Agency   | Procurement Officer  |
|---|--|
| Name: Mila Kaahanui   | Name: Denise M. Pierson  |
| Title: Executive Director   | Title: PE Administrator  |
| Mailing Address:<br>830 Punchbowl Street, Room. 420<br>Honolulu, Hawaii 96813 | Mailing Address:<br>830 Punchbowl Street, Room. 420.<br>Honolulu, Hawaii 96813 |
| Business Address: Same  | Business Address: Same   |

## 1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to **HRS Chapter 37**, and subject to the availability of State and/or Federal funds.

## 1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See subsection 1.2, Website Reference for website address.) Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.



### **1.23 Cost Principles**

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPOH-201, which is available on the SPO website. (See subsection 1.2 Website Reference for website address.) Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

# **Section 2**

## **Service Specifications**

## **Section 2**

### **Service Specifications**

#### **2.1 Introduction**

##### **A. Overview, Purpose or Need**

Nearly four thousand inmates are currently incarcerated on behalf of the State of Hawaii, with nearly two thousand of these housed out of State. A priority of the State's Justice Reinvestment Initiative (JRI) is to "reduce recidivism by focusing probation and parole resources on those most likely to reoffend, [and] by requiring programming and parole resources on individuals most likely to reoffend." Ex-offenders striving toward re-integration face a number of challenges unique to their predicament. Additionally, education/employment, and financial situations have all been widely recognized as indicators of recidivism.

With a prime strategy of the JRI to remove "low-risk" offenders from treatment by Hawaii's system of justice, OCS sees a potential increase in utilization of employment services procured by the Office. Additionally, in certain areas, 100% of persons enrolled in Employment Core Services procured are ex-offenders seeking re-entry.

The purpose of this procurement is to assist ex-offenders in entering the workforce through targeted services designed to ameliorate the specific conditions ex-offenders face. In particular, Native Hawaiians and their families continue to be acutely and disproportionately impacted by the criminal justice system. Overrepresentation of Native Hawaiians accumulates at nearly every stage within the criminal justice system process, from the initial decision to arrest all the way to parole revocation. It is also widely acknowledged that meaningful culture-based programming and integration can serve as a protective factor against recidivism among Native Hawaiians. Consequently, this procurement also seeks to support specialized mitigation and amelioration efforts aimed at addressing the unique needs facing Native Hawaiian ex-offenders and their families in an effort to reduce recidivism rates and increase cultural, individual, and familial resiliency.

A second purpose is to relieve Employment Core Services for Low-Income Persons from an overrepresentation of offenders through the creation of services that are coordinated with public and private agencies to provide a more comprehensive and supportive approach to addressing the re-entry and rehabilitative needs of ex-offenders and their families.

##### **B. Planning Activities Conducted In Preparation for this RFP**

Pursuant to the Hawaii Administrative Rules § 3-142-301 State Agency Planning Activities, OCS conducted planning activities, including, but not limited to the following:

OCS conducted a series of community needs assessment meetings in which it invited members of disadvantaged communities that are being served by existing OCS programs, plus government and non-profit sector agencies that serve these communities. These meetings were held in Hilo on May 16, 2012; Honolulu on June 18, 2012; Kahului on June 21, 2012; and Lihue on July 9, 2012. OCS conducted a statewide meeting of government and non-profit sector service agencies at the State Capitol on June 27, 2012.

OCS engaged in a detailed review of the published literature on poverty in Hawaii, and on the social and economic situations faced by the Micronesian, Filipino, and Hispanic communities in Hawaii, and on the Native Hawaiian community. (These studies by OCS have been briefly summarized in its report entitled "New Day Plan for Improving Lives and Strengthening Communities," published in September 2012, and available on the OCS website, [www.hawaii.gov/labor/ocs](http://www.hawaii.gov/labor/ocs).)

OCS issued a Request for Information (RFI), pursuant to HAR §3-142-202, on July 27, 2012 and conducted RFI meetings during the week of August 20, 2012.

The Office also had phone and in-person meetings with providers currently servicing this population, State agencies and personnel coordinating re-entry efforts, and with the City and County of Honolulu O'ahu Work Links personnel regarding their pilot project to re-integrate inmates.

#### **C. Description of the Service Goals**

Goals of this service include the development of employer relationships geared specifically for the target population through targeted education, increased employability for ex-offenders through basic skills training and job readiness services, assistance in increasing self-sufficiency through employment placement and resource maximization through basic living and financial literacy education. For Native Hawaiian ex-offenders, the goals of this service also include the integration of culturally-based treatment and support programming that eases the transition of re-entry, increases job readiness, and addresses other unique barriers and risk factors facing Native Hawaiians ex-offenders and their families.

These services are intended to be complimentary to other services provided by the Department of Public Safety or other governmental or private entities.

#### **D. Description of the Target Population to Be Served**

All services will be targeted toward adult individuals, eighteen and older, classified as "minimum" or "community" status, who are enrolled in furlough, and individuals who were previously incarcerated within twelve months of entering the program. For the purposes of this solicitation, half of the available funding is to provide services specifically for Native Hawaiian ex-offenders who meet the established criteria.

#### **E. Geographic Coverage of Service**

Given the unprecedented nature and the specificity of this solicitation, as well as the critical need to solicit comprehensive and responsive strategies to assist this distinct target population, services are expected to be procured for the counties of Honolulu and Hawaii only. The applicant may apply for one or both counties. The applicant shall demonstrate the capability to provide the required services in the area(s) for which it applies and is responsible for clearly identifying the geographic area(s) it proposes to serve.

#### **F. Probable Funding Amounts, Source, and Period of Availability**

Subject to the availability of funds, four hundred and fifty thousand (\$450,000) from the State General Funds and OHA Trust Fund is suggested. Source of funding may be subject to change prior to the effective date and over the life of the contract(s). Funding will be allocated based on proposals submitted. The applicant is encouraged to apply for the funding amount it determines it needs to provide the required services in the area(s) for which it applies.

### **2.2 Contract Monitoring and Evaluation**

Due to the nature of the Milestone Payment System, monitoring will be based on substantiation and documentation of the conditions of each milestone. Additional monitoring may be performed in the following areas:

#### **A. Performance/Outcome Measures**

Activities may include comparison of reported outcomes and service activities to documentation substantiating claims, interviews with clients to ensure reported services were received, and other such measures

#### **B. Output Measures**

Activities may include comparisons of sign-in sheets to reports or other documents to substantiate accurate numbers of people, or other documents such as Intake documents and surveys to assure accuracy

#### **C. Quality of Care/Quality of Services**

Activities may include interviews with clients to ensure product satisfaction, as well as interviews with staff to gauge internal capacity to assess and improve services

#### **D. Financial Management**

Activities may include risk assessment through examination of fiscal policies and procedures, and reconciling payment claims to actual service activities

#### **E. Administrative Requirements**

Activities may include compliance testing, review of practices and costs to applicable cost principles, statutes, etc., and use of State funds for lobbying, other prohibited practices

All activities are suggested, and OCS reserves the right to conduct additional **monitoring based on contract performance.**

## **2.3 General Requirements**

### **A. Specific Qualifications or Requirements, Including but not Limited to Licensure or Accreditation**

1. The applicant shall meet all standards required by applicable federal, state, and county laws, ordinances, codes and rules to provide services. The applicant shall also be in good standing with relevant licensing bodies, and in compliance with professional standards and requirements.
2. The applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201. Refer to SPO website in Section 1, paragraph II, Website Reference.
3. The applicant must provide reasonable accommodations to assure that it has the capacity to deliver services to all clients in a culturally and linguistically appropriate manner, and to deliver such services to those clients with limited English proficiency and/or physical limitations to the maximum extent practicable.
4. The applicant must be trained to work in correctional environments, including updated training or other requirements necessary to access the offender population *in situ*.
5. Applicant's training may include agency certification from a qualified trainer in the Offender Workforce Development curriculum developed by the National Offender Workforce Development Partnership (NOWDP). However, the applicant's training may also include other training certifications and experience in this field. In addition, the applicant must possess a verifiable and well-established history and ability to work with this population, deemed to be satisfactory to the Office of Community Services (OCS).

### **B. Secondary Purchaser Participation** (Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed subject to the approval of the State.

Planned secondary purchases

NONE

### **C. Multiple or Alternate Proposals** (Refer to HAR §3-143-605)

☐ Allowed ☒ Unallowed

**D. Single or Multiple Contracts to Be Awarded**  
(Refer to HAR §3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

Single or multiple awards may be awarded under this solicitation. The award decisions will be based on competition and the advantage to the state. For example, if funding is available to award only a single entity, a single award may be made. Additionally, if the administrative costs are lowered through the award of a single contract, a single award may be made. Multiple awards may be made if the geographic area the state wishes to service cannot be covered by a single provider.

**E. Single or Multi-Term Contracts to Be Awarded**  
(Refer to HAR §3-149-302)

☒ Single term (2 years or less) ☐ Multi-term (more than 2 years)

Contract terms:

The Contract starts on October 1, 2013 and ends on June 30, 2013, with one (1) option to extend for three (3) months.

The initial period shall commence on the contract start date or Notice-to-Proceed, whichever is later.

## **2.4 Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities (Minimum and/or Mandatory Tasks and Responsibilities)**

The basis for payment for any award under this RFP will be unit rate based on a "Milestone" Payment system. Documentation of the completion of necessary services listed for each milestone will be deemed sufficient for payment.

The Milestones include "Assessment, Training/Indicator Amelioration, Job Placement, and Job Maintenance/Case Management

**1. Assessment & Individualized Service Plan – Milestone 1**

*(Services traditionally labeled as "Intake and Outreach" are not in effect for this program as participants are pre-screened and directly referred by referring sources which include, but are not limited to, the Department of Public Safety's facilities, Immigrant Resource Centers, Federal Probation, the*

*general public and other Employment Core Service programs contracted by the Office of Community Services)*

*Outcome* – Participant will understand the purpose and nature of the assistance being offered, information on participant current status will be collected, the persons employment goals will be identified, information is assembled and necessary supports identified, and the participant and provider will agree to implement a service plan.

*Services* – During the Assessment, service providers should begin to build documentation of the participant record. Providers must establish relationships with the Department of Public Safety, and obtain copies, as necessary, of the participant's most recent inventory assessment and treatment plan. Additionally, the participant should be interviewed to ascertain perceived strengths and weaknesses and employment goals.

An Individualized Service Plan (ISP) must then be developed to plan and record the participant's progress toward his/her employment and re-entry goals. The applicant shall be reimbursed no more than four hundred and fifty (450) dollars for assessment and ISP in support of this milestone.

The ISP shall:

- Include Department of Public Safety recommendations and/or sanctions;
- Identify treatment services or referrals that account for high risk and low protective factors;
- Identify training services to fill knowledge and skill gaps to employability, interview notes and participant goals;
- Contain a definitive timeline for goal achievement, and intermediary steps to set a clear continuum of participant responsibilities; and
- Include a signed agreement with the participant pledging their willingness to accept services and implement the plan.

Sample progressions from entry-level employment to higher skill employment should be made available to the participant to increase participant's short-term understanding and motivation, and increase long-term investment.

To substantiate completion of the milestone, providers should be prepared with a preliminary participant file and completed treatment plan that includes, Department of Public Safety recommendations and/or sanctions, treatment services or referrals that account for high risk and low protective factors, and training services to fill knowledge and skill gaps to employability.

*Minimum Requirements:*

- Signed and dated attestation of participant's understanding and acceptance of service and Individualized Service Plan.



- Participant Case file including interview notes, LSI assessment, Public Safety Department recommendations, etc.

## 2. Vocational Training - Milestone M1a

*Outcome* – The participant has completed a technical, vocational, trade or other training or skill enhancement program that assists them in progressing toward their career goal or increases employability in their current field.

*Services* – During the Vocational Training phase, the participant will be provided with assistance in locating and identifying specific skills training opportunities related to their employment goals in the community. The participant will be informed how specific training would enhance their current skill set and advance them toward their eventual goal, any certification they may receive, and any additional employment they may qualify for with the increase in education. Once the participant is duly informed and opts to take vocational training, the applicant will assist the participant to enroll in a program of their choice. The applicant shall be reimbursed no more than one thousand two hundred and fifty (1,250) dollars for tuition in support of this milestone (of which 1,000 will be reimbursed for vocational training cost per each client and 250 will be reimbursed to the agency once the client is accepted to a vocational training program.)

**Client Assistance** (bus passes, basic necessities, work clothes, document fees) two hundred fifty (250) dollars for direct monetary assistance to clients enrolled in job and/or vocational training.

The participant shall also be supported and progress monitored throughout the term of the training through a minimum of one (1) contact per month.

Training for this Milestone must be specific to a particular occupation and shall not include areas covered in Milestone 2.

### *Minimum Requirements:*

- Acceptance of training signed by the participant stating they understand the benefits of the training
- Course description and/or syllabus
- A minimum of one (1) documented contact per month
- Copy of a certificate from a vocational/technical/trade training program
- Receipt or other official document substantiating tuition costs

## 3. Employment And Reentry Support – Milestone 2

*Successful Milestone 1 activities should identify appropriate treatment and training techniques that will assist participants in employability. The service provider should now be prepared to provide training and treatment with the goal of employment.*

*Outcome* – Participant high-risk behaviors are reduced and positive support systems developed. The participant is adequately prepared for the demands/stresses in independently seeking, applying for, and entering employment and is ready to successfully participate in the workforce.

*Service* – Individualized services should be prioritized to produce a person who has adjusted to civilian society, has adequate support structures, and is prepared to seek and maintain employment, as well as advance in a career. Training should be available to fill gaps in knowledge and skill base, and Treatment should be available to ameliorate conditions that create high-risk for recidivism. Culture-based training, treatments and other support and engagement programs should be utilized for Native Hawaiian clients. Training and Treatments at the applicant’s disposal should include but not be limited to:

| <b>Training</b>                         | <b>Treatment</b>                  |
|---|-----------------------------------|
| Acculturation to the workplace          | Substance abuse                   |
| Remedial Education/GED/CBASE            | Behavioral counseling             |
| “Soft” Skills                           | Generalized social skills         |
| Time management                         | Building positive support systems |
| Basic computer skills                   | Family/marital counseling         |
| Financial literacy/management           | Mental health counseling          |
| Workplace attire and personal hygiene   | Motivational therapy              |
| Interviewing skills and resume-building |                                   |
|   |                                   |
|   |                                   |

Counseling involving confidential issues or information shall be delivered on a one-to-one basis. Employment preparation activities designed for a single individual shall also be conducted on a one-on-one basis. Other supportive activities such as interview preparation, employment and career counseling, and time management etc. may be conducted in small group settings as appropriate. However, the applicants or any subcontracted counseling or training entities should use appropriate judgment regarding the safety of the group.

A second key to effective placement is the cultivation of Employer relationships through Job Development activities. These activities may include:

- Determining employers’ personnel needs, promote use of service, and monitoring progress of placed individuals.
- Participation in employer recruitment activities
- Arranging job interviews for applicants
- Gathering information regarding employment opportunities
- Analysis of performance of placed individuals for employer benefit

**Applicants to this RFP shall submit proposed curriculum outline and referral services profile, as well as implementation timeline that conform to the Public Safety Department's participation guidelines in response to Section IV, Service Delivery.**

*Minimum Requirements:*

- Thirty (30) combined hours of treatment and training, of which no less than ten (10) hours should be spent in either category. The provider will arrange no less than five (5) hours of one-on-one training, which may be delivered in category: training or treatment.
  - For one-on-one training a detailed listing of services to the ISP signed by the trainer and participant shall be submitted.
  - For group training program syllabi and documents such as attendance records taken at the beginning and end of classes shall be submitted.
  - For treatment and non-employment related counseling, certifications by treatment specialists to substantiate participant participation shall be submitted.
- Documentation of all attempted and successful referrals to services or services provided within or outside the agency.
- Training and treatment summary describing ISP goals accomplished.
- Continued documentation of participant progress in the participant file.

The applicant shall be reimbursed no more than one thousand three hundred (1,300) dollars for tuition in support of this milestone.

**4. Job Placement -- Milestone 3**

*Successful Milestone 2 activities should result in an employer-responsive, socially skilled, and employment ready participant.*

*Outcome* – Participant is gainfully employed in a job that either matches their goal or is a logical prerequisite for their ultimate goal. Employment shall be for no less than twenty (20) hours per week. For an employed participant, the outcome is a 50% increase in wage, or an additional twenty (20) hours of employment per week. The outcome is fulfilled after completion of the first day of work.

*Services* – The applicant should develop relationships that increase employer awareness of the advantages and drawbacks of hiring furlough participants, as well as outline clear expectations for supervision and job readiness. The applicant should also seek to develop relationships that facilitate job placements of Native Hawaiians in the Native Hawaiian community or with Native Hawaiian community organizations, agencies, and/or businesses. The applicant shall remain responsive to both PSD staff and the employer. Participant's personal and case-related information shall be kept confidential, subject to applicable regulations.

*Minimum Requirements:*

- Employment Summary, obtained from information provided by the participant or employer which includes the following information: Name of Employer, Job Title, Employment Start Date, Hours/Week, and Hourly Rate.
- Continued documentation and updated case notes should be documented in the participant file.

The applicant shall be reimbursed no more than six hundred and fifty (650) dollars for tuition in support of this milestone.

#### **5. Job Maintenance/Re-Assessment – Milestone 4**

*Successful maintenance of employment will require differing levels of intervention depending upon participant's social and family supports, coincident behavioral and/or substance abuse challenges, and external commitments and responsibilities. The maintenance milestones are intended to provide the additional support ex-offenders may need to succeed in employment and stay on track with their cases.*

*Outcome* – The participant has been employed for ninety (90) days within a one hundred thirty-five (135) day period from the confirmed job start date. The participant is current with all terms of furlough program including legal requirements, including but not limited to legal requirements, restitution payments, fees, and appearances. The participant has been reassessed and plan modified, as necessary. Applicant communication remains open with all persons involved, including the employer, participant, and any supervisory staff.

*Services* – If an updated assessment has not been done, participants should be reassessed using the approved PSD tool (LSI-ASUS) at this point or other comparable assessment tool. As the participant has been working for some time, the applicant should also reassess participant goals and time management in the context of the participant current schedule.

Applicants should keep regular contact with employers, participants, and supervisory staff such as Probation Officers. Applicants shall collect information from each contact regarding current barriers to employment and advancement. Barriers may include adjustment to work, career planning, substance abuse, money management/ economic independence, continued education, family violence, child care, health insurance, housing needs, court-ordered requirements and continued life skills training.

Providers are expected to maintain a network of service contacts to provide services or provide services directly for each of the above subject areas. Relationship and trust-building between applicants, participants, employers, and supervisory staff is highly encouraged. Applicants shall also provide support to ensure adherence to court-mandated requirements, such as drug tests, appearances, scheduled meetings with supervisory staff, and other such

activities. Examples include transportation assistance or temporary child care, etc.

*Minimum Requirements:*

- Case notes and/or other documentation of one (1) contact per month each between the applicant and the participant, the employer, and supervisory staff; and
- Updated Assessment Plan; and
- Copy of paycheck; or
- Employment verification signed by employer or employer representative.

The applicant shall be reimbursed no more than six hundred (600) dollars for tuition in support of this milestone.

**B. Management Requirements (Minimum and/or mandatory requirements)**

1. **Personnel.** The applicant shall demonstrate that personnel possess the necessary knowledge, skills and abilities to effectively deliver the proposed services.

The applicant shall have written descriptions for each position, requirements and qualifications, and policies and procedures to ensure all employees are fully qualified to engage in activities and perform the services required.

All personnel entering Public Safety Department facilities shall be trained in the VolunCore curriculum provided by the Department of Public Safety before beginning services under any. This training is offered monthly through PSD.

If the applicant proposes to use volunteers, the applicant shall demonstrate that proposed volunteers are or would be fully qualified for the specific work assigned, are reliable, and would be available when and where needed to provide the required services; Explain how it would provide sufficient management, supervision, oversight, and evaluation of volunteers, and otherwise assure their work quality and effectiveness; Explain how it will assure that volunteers perform in compliance with the requirements of the RFP.

2. **Administrative.** Written policies and procedures are required for all services including personnel standards, operating procedures, determination of client eligibility, documentation, record-keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

The applicant must demonstrate verifiable training and experience working with reintegrating individuals.

3. **Quality assurance and Evaluation Specifications.** The applicant shall have a written quality assurance plan, including procedures to assure that its services are provided in conformance with all federal, state, and county requirements, the requirements of this RFP and POS contracts. The plan shall include procedures on how the applicant will monitor management, fiscal and program operations for compliance with all requirements. The plan shall also provide for procedures to determine whether clients receive consistent, high quality services. The quality assurance plan shall identify roles and responsibilities for on-going implementation.

The applicant shall have a written plan for evaluation of performance in providing the required services, including procedures and methodology to measure, monitor and collect data on outputs and outcomes, and to evaluate the outcomes and other results of its services. The evaluation plan should also include procedures to identify and resolve problems, and make improvements to the program as needed. The evaluation plan should identify staff roles and responsibilities for assuring on-going implementation.

The applicant must also indicate the specific measurement tool(s) and/or procedures that will be utilized to document and verify that each proposed program output and outcome was accomplished.

Annual contract monitoring by the State may include on-site visits with comprehensive evaluation of several areas of performance. These may include review of conformance with standard contractual requirements, agency files, accounting practices, and case-record keeping. In addition, on-going contract monitoring shall include a review of required reports and periodic assessment of program effectiveness.

The applicant must maintain throughout the term of the contract a system of self-appraisal and program evaluation to track and validate effectiveness of the activities provided. The evaluation process must include tools or instruments to identify client barriers, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. **Output and Performance/Outcome Measurements.** The applicant shall set forth, using the table in Section 5, Attachment C, the amount of the following

output and performance/outcomes that it expects to achieve. Program outputs and outcomes reported to OCS for each specific activity must be a direct result of OCS' funding for this program.

**Outputs:**

- Number of individuals assessed for services.
- Number of individuals with completed Individual Service Plans.
- Number of individuals who entered Employment Preparation Program.
- Number of individuals who completed Employment Preparation Program.
- Number of Individuals enrolled in treatment programs.

**Outcomes:**

- Number of individuals placed in permanent, unsubsidized employment.
- Number of individuals placed in part-time employment (at least 20 hours per week).
- Number of individuals placed in full-time employment (at least 40 hours per week).
- Number of individuals employed for 90 days.

The applicant may also propose other measures of effectiveness.

Please use the “**Output and Performance/Outcome Measurements**” Table located in Section 5 of this RFP and **include it** in the **Service Delivery section** of your proposal application.

5. **Experience.** All applicants for this RFP shall have a minimum of one (1) year of experience providing employment assistance in Hawaii or one (1) year of experience in providing other supporting services to the reintegrating population in Hawaii.
6. **Coordination of Services.** The applicant shall demonstrate its capability to coordinate the proposed services with relevant agencies and resources in the community. Specifically, the applicant shall provide examples of how relationships/agreements with other agencies, community groups, employers, etc. assist in achieving program goals and objectives.

The applicant shall describe and demonstrate its capability to coordinate proposed services to Native Hawaiians in a culturally relevant approach and manner designed to ameliorate the specific factors and unique needs of Native Hawaiians and their families. Specifically, the applicant shall provide examples of how relationships/agreements with other Native Hawaiian agencies, community groups, employers, etc., assist in achieving program goals and objectives.

The applicant shall provide, as attachments to its proposal in response to this RFP, letters of intent, memoranda of agreement, and/or memoranda of understanding for other named agencies with which the applicant plans to

work in performing the contract, if awarded to the applicant. Such letters and/or memoranda should outline as clearly as practical the nature of the work to be performed by the collaborating agency, and it should outline the allocation of responsibilities and the compensation to be given to each party.

7. **Reporting Requirements for Program and Fiscal Data.** Monthly program progress and fiscal reports are required within fifteen (15) calendar days after the last day of each month. The final report on the total contract period is required within sixty (60) calendar days after the last day for the contract period.

Requests for payment shall be submitted to OCS with the OCS Milestone Achievement Form. The OCS Milestone Achievement Form shall detail by participant and outcome objectives completed, and the amount charged to OCS for compensation.

The applicant shall describe its ability to provide monthly and final reports on program progress including, but not limited to, *program achievements, initiatives, adjustments, and challenges.*

The applicant shall also provide monthly reports on the number of immigrants provided services by country of origin and by Compact of Free Association nations, identified by the following:....

The applicant shall also provide monthly reports on the **number of immigrants provided services by country of origin** and on the **number of Native Hawaiians and number of persons from Compact of Free Association (COFA) nations** that were provided services, identified by the following:

- Republic of the Marshall Islands
- Federated States of Micronesia
  - Chuuk
  - Yap
  - Pohnpei
  - Kosrae
  - Republic of Belau (Palau)

### C. Facilities

The applicant shall provide facilities as necessary to effectuate the purposes of the program and provide adequate services. Facilities should comply with all applicable Federal, State, and local laws and regulations pertinent to the type of facility and clientele, such as ADA. If the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

## 2.5 COMPENSATION AND METHOD OF PAYMENT



### **A. Compensation**

Pricing shall be based on a **Milestone Payment System** (See Section 3.5 Financial). The applicant shall submit a cost proposal on the appropriate budget forms listed in Section 3.5 that are provided on the SPO website (See Section 1, page 1-2, Website Reference) and other financial requirements as stated in Section 3.5. The cost proposal shall be in accordance with Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services in form, SPO-H-201 provided on the SPO website.

### **B. Unit of Service and Unit Rate**

Under the Milestone Payment System, the fixed unit rates for services at each milestone are as follows:

|                          |   |              |
|--------------------------|---|--------------|
| <b>M1:</b>               | Assessment & ISP  | 450          |
| <b>M1a:</b>              | Vocational Training   | 1,250        |
| <b>Client Assistance</b> | (bus passes, basic necessities,<br>work clothes, document fees) | 250          |
| <b>M2:</b>               | Employment and Re-entry Support                                 | 1,300        |
| <b>M3:</b>               | Job Placement   | 650          |
| <b>M4:</b>               | Job Maintenance/Re-Assessment (90 days)                         | 600          |
|                          | <b>TOTAL</b>  | <b>4,500</b> |

### **C. Method of Payment**

Payment will be based upon a Milestone Payment System whereby OCS will pay the contractor a percentage of the total fixed unit rate per client/participant at each of the four performance milestones. The number of payments made for each milestone shall be limited to the agreed upon number of clients to be served under this RFP, notwithstanding that a provider's actual number of clients/participants at any given milestone may exceed this number.

Recognizing potential cash-flow issues, the State will advance one-fourth or 25% of the total one-year agreement at the commencement of the program period, with subsequent payments made upon submission of required milestone documentation and review by the State.

## **Section 3**

# **Proposal Application Instructions**

## **Section 3**

# **Proposal Application Instructions**

### **General Instructions for completing applications:**

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for each item unless indicated otherwise. Failure to answer any of the items will impact an applicant's score.*
- *Applicants are strongly encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (see 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### **The Proposal Application is comprised of the following sections:**

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### **3.1 Program Overview**

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

### **3.2 Experience and Capability**

#### **A. Necessary Skills**

The applicant shall identify and demonstrate capability to perform the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The applicant should also describe what staff has those skills.

#### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services which substantiate the provision of related services for the minimum one (1) year period.

The applicant shall provide a brief description and listing of past and current programs and/or contracts pertinent to providing employment assistance or ex-offender services that includes **all of the following information:** the contracting agency, contact person, address, telephone number and/or e-mail address, contract/program title, contract period, funding amount, and performance outcomes. In addition, the applicant shall provide a copy of relevant reports or information relating to contract/program performance.

The applicant shall provide a description of projects/contacts pertinent to their work and experience with Native Hawaiian community organizations, Native Hawaiian cultural programming, and/or individual Native Hawaiian ex-offenders.

The applicant shall identify key staff members who will be involved in the management, administrative, and program functions needed to provide and support the services being requested, including those related to Native Hawaiian ex-offenders. The applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member. The applicant shall include any relevant experience and significant accomplishments related to work in the Native Hawaiian community and/or Native Hawaiian cultural programming.

The State reserves the right to contact references to verify experience.

### **C. Quality Assurance and Evaluation**

The applicant shall demonstrate that it has a written evaluation plan that effectively measures, monitors and evaluates program performance and detects and addresses issues/problems in a timely manner. (Refer to the quality assurance and evaluation requirements in Section 2, Service Specifications.)

Written policies and procedures are required for all of the services including personnel standards, operating procedures, determination of client eligibility, documentation, record keeping, data gathering, reporting, financial administration, quality assurance, monitoring and evaluation.

The applicant is required to have a written outcome-based program plan, and an on-going planning and evaluation process for these services.

Specifically, the applicant must provide: (1) a written quality assurance plan sufficient to assure consistent and high quality of administration and services, and (2) a written evaluation plan to effectively measure, monitor, and evaluate program performance and timely detect and resolve program problems. The applicant shall describe what evidence or documentation will be used to verify program accomplishments. These plans may be program specific or agency wide, but must be proved sufficient to adequately address the quality and evaluation needs of the program outcomes.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community. The applicant will describe proposed or actual partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing high quality employment and re-integration services.

The applicant shall describe its partnerships or cooperative agreements with Native Hawaiian organizations and the community. The applicant shall also demonstrate the capability to coordinate appropriate culturally-based programming and support services with these agencies and throughout their community to deliver services to Native Hawaiian reintegrating individuals and their families.

If letters of support are submitted, include only letters that establish a specific commitment of time, money, personnel, space, or resources to the program by the agency supporting the program. Include only letters that are absolutely necessary to support your proposal or that will enhance the program.

## **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet applicable ADA requirements and special equipment that may be required for the services. Applicants shall describe how safety and supervision will be maintained within proposed facilities. As stated above, if the applicant believes facilities are not necessary to carry out the program, they may suggest and explain in the proposal.

## **3.3 Project Organization and Staffing**

### **A. Staffing**

- 1. Proposed Staffing.** The applicant shall describe the proposed staffing pattern, participant/staff ratio and proposed caseload capacity appropriate for the viability of the services. The applicant shall demonstrate that applicant's assignment of staff would be sufficient to effectively administer, manage, supervise, and provide the required services. In addition, the applicant shall describe the proposed staffing pattern and set of responsibilities specifically regarding their work with Native Hawaiians and in coordinating any cultural or support services to them. (Refer to the personnel requirements in the Service Specifications, as applicable.)
- 2. Staff Qualifications.** The applicant shall provide the minimum qualifications (including experience and training) for staff assigned to the program, including minimum qualifications for any cultural programming being offered. As stated above, the applicant shall also provide resumes, employment history, responsibilities, program experience, and significant accomplishments for each staff member. As is applicable and appropriate, the applicant shall include short biographies of cultural program staff that speak to their expertise in a cultural practice and/or knowledge of Native Hawaiian culture.

### **B. Project Organization**

- 1. Supervision and Training.** The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

The applicant shall explain how the program organization and assignment of personnel are sufficient for the effective administration, management, supervision, and provision of services to meet the projected requirements of this RFP.

The applicant shall propose a clear plan for reviewing the qualifications and effectiveness of existing qualified staff, and qualified sub-recipient agencies and/or referral partners.

2. **Organization Chart.** The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency)

The applicant shall provide an "Organization-wide" chart that shows the program placement of the required services within the overall agency, and a "Program" organization chart that shows the lines of communication between program administration and staff. Written explanations of both organization charts shall be included.

The applicant shall demonstrate that the applicant's proposed organization would be sufficient to effectively administer, manage and provide the required services.

### **3.4 Service Delivery**

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2.4 – Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. The applicant shall clearly identify and describe the geographic area(s) and the targeted population groups that it proposes to serve. The applicant shall demonstrate, with demographic data and other documentation, that the geographic area(s) it proposes to serve contains significant numbers of the target population of this RFP; there is a determined need for the services; the services available to the area are insufficient to fill the need; and the extent of services proposed for each area will effectively address the needs.

The applicant shall describe its program in sufficient detail to provide a complete and comprehensive picture of its total program design. The applicant shall explain how it would provide all of the services required in Section 2.4 – Scope of Work, namely:

#### **A. Assessment And Individualized Service Plan – Milestone 1**

Applicants will describe methodology and actions to achieve the outcomes listed in Section 2. Applicants will describe methods to ensure participants understand the purpose and nature of the assistance being offered, collect information on participant current status, identify participant's employment goals, partnership with DPS to ensure pertinent information is assembled and necessary supports identified, and describe forms that ensure participant and provider will agree to implement a service plan.

Applicants should describe the ideal client file, including the participant's most recent inventory assessment and treatment plan. Applicants should describe interview format and methods to ascertain perceived strengths and weaknesses and employment goals.

Applicants shall describe the ideal ISP, and the importance and relevance of ISP components to ensure client success.

Applicants shall describe methods to increase participant's short-term understanding and motivation, and increase long-term investment and buy-in with the program.

Applicants shall describe what agreements or arrangements will be entered into or exist with public agencies or other private service providers to assure adequate information is present in the file and resources are available for participants.

Applicants shall describe the types of resources, support services and partnerships with Native Hawaiian community, public and private organizations that will be entered into or exist. Applicants shall articulate a clear understanding of how to assess Native Hawaiian clients and how to develop relevant ISP components that increase Native Hawaiian resilience and connection to their culture, family, and community.

#### **B. Vocational Training - Milestone 1a**

Applicants shall describe if it has identified or how it will identify specific skills training opportunities related to client's employment goals in the community.

For Native Hawaiian clients, vocational training may also include training in Native Hawaiian traditional practices, skills and knowledge that may include, but is not limited to, resource management, mahi'ai (farming), and other cultural practices that may be related to employment goals and employability, either in the Native Hawaiian community or the community at-large.

Applicants shall describe how it will support the client and track his/her progress throughout the term of the training.

Applicant shall describe how it will assist participants who lack high school education to enroll into the vocational training programs.

#### **C. Employment And Reentry Support – Milestone 2**

Applicants shall describe and demonstrate how participant's high-risk behaviors are reduced and positive support systems developed. Applicants



shall describe tools and methods available to ensure participant is adequately prepared for the demands and stresses in independently seeking, applying for, and entering employment, and instruments to measure participant readiness to successfully participate in the workforce.

Applicant shall describe how individualized services are prioritized to assist with adjustment to civilian society, determine and build adequate support structures, assist in preparation to seek and maintain employment, and advance in a career. Applicants shall describe what training is and will be made available to fill gaps in knowledge and skill base, and what treatments are available to ameliorate conditions that create high-risk for recidivism.

Applicant shall describe the types of cultural programming and other services it facilitates and provides to Native Hawaiian participants and their families in order to reduce the risk for recidivism and increase a participant's cultural connection, resilience, healing and reintegration. Such services may include, but are not limited to, culture and land-based community programs, Native Hawaiian civic engagement opportunities, culture-based education and treatment services.

Applicants shall describe what services they believe are necessary, at a minimum, and demonstrate their ability to either directly provide or access these services.

Applicant shall describe methods to ensure confidentiality of client information to the maximum extent practicable. Applicants shall also describe activities appropriate for one-on-one services and activities appropriate for small group settings, as well as proposed ratios for small group settings. Applicants shall also describe their determination process in providing one-on-one versus group services.

Applicants shall describe job development activities and employer outreach, as well as their efforts toward determining employer personnel needs, promoting use of service, and monitoring progress of placed individuals, their participation in employer recruitment activities, arranging job interviews for applicants, gathering information regarding employment opportunities, and analysis of performance of placed individuals for employer benefit.

#### **D. Job Placement – Milestone 3**

Applicants shall describe how they will achieve a gainfully employed participant. If the job is not the participant's ultimate goal, applicants shall describe the activities and services provided to assist them towards their goal.

The applicant shall describe employer outreach strategies, such as increasing employer awareness of the advantages and drawbacks of hiring furlough

participants, as well as establishment of clear expectations for supervision and job readiness. In addition, applicants shall describe all specialized outreach strategies related to the recruitment of Native Hawaiian community organizations, agencies and/or businesses to employ Native Hawaiian clients. The applicant shall describe contact protocols and practices to ensure the continued participation and involvement of Department of Public Safety personnel.

#### **E. Job Maintenance/Re-Assessment – Milestone 4**

The applicant shall describe supports to ensure the participant is current with all terms of furlough program including legal requirements, including but not limited to legal requirements, restitution payments, fees, and appearances.

The applicant shall also describe reassessment protocols with other affected parties, such as the Department of Public Safety and decision procedures for plan modifications.

Applicant shall describe protocols and/or agreements to ensure communication lines remain open with all persons involved, including the employer, participant, and any supervisory staff.

### **3.5 Financial**

#### **A. Pricing Structure**

The applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application. This cost proposal should account for the proposed compensation and method of payment.

Payments for each milestone reached will be made directly to the contractor only once per case at the specified rate up to a negotiated amount.

*Note: The total amount requested based on the estimated number of clients to be served under the Milestone Payment System should match the total budget amount submitted in the required SPO-H budget forms. Refer to sample Funding Request in Section 5, Attachments.*

All budget forms, instructions and samples are located on the SPO website. (See subsection 1.2, Websites References for website address.) The following budget form(s) shall be submitted with the Proposal Application:

All budget forms, instructions and samples are located on the SPO website (see Section 1, page 1-2, Website Reference). The following budget form(s) shall be submitted with the Proposal Application:

1. SPO-H-205 Proposal Budget for FY 2014
2. SPO-H-206A Budget Justification – Personnel: Salaries and Wages
3. SPO-H-206B Budget Justification – Personnel: Payroll Taxes, Assessment and Fringe Benefits
4. SPO-H-206E Budget Justification – Contractual Services: Administrative
5. SPO-H-206F Budget Justification – Contractual Services: Subcontracts
6. SPO-H-206H Budget Justification – Program Activities

The applicant shall also utilize and refer to form SPO-H-201, Chapter 103F, HRS, Cost Principles in Purchases of Health and Human Services, in preparing its cost proposal.

In completing the required budget forms, the applicant should consider the evaluation criteria contained in Section 4 of this RFP, whereby the comprehensiveness of the information presented and the justification of all cost items are particularly important factors. If more space is needed to fully explain and justify the proposed cost items, the applicant should attach additional sheets as necessary.

**B. Other Financial Related Materials that are required**

1. **Accounting System.** The applicant shall provide, as part of its cost proposal, its most recent independent financial audit, with any accompanying management letter, to demonstrate the adequacy of its accounting system. An agency-wide budget detailing the relative proportions of all programs to the application budget shall also be submitted. The requirements for an adequate accounting system may include, but not be limited to, keeping accurate procurement and financial records required by law, the state purchasing agency, or the State Procurement Office (SPO); providing required cost data in acceptable form and in a timely manner; and compliance with generally accepted accounting principles (GAAP). Other documents may be submitted if relevant.
2. **Hawaii Compliance Express (HCE).** HCE is an electronic system that allows vendors doing business with state or county agencies to quickly and easily obtain proof that they are compliant with applicable laws.(HRS 103D-310(c) and HAR 3-122-112) HCE replaces the 3 paper certificates vendors were previously required to submit: Tax Clearance Certificate (DOTAX & IRS), Certificate of Compliance (DLIR) and Certificate of Good Standing (DCCA). The applicant shall provide the

“Certificate of Vendor Compliance” at the time of submittal. The fee for vendors is \$12.00 annually. If you do not have a current HCE account we will provide assistance to help you set up your HCE account. You can also register at <http://vendors.ehawaii.gov>.

### **3.6 Other**

#### **A. Litigation**

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

## **Section 4**

# **Proposal Evaluation**

## Section 4

### Proposal Evaluation

#### 4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

#### 4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 – Evaluation of Proposal Requirements
- Phase 2 – Evaluation of Proposal Application
- Phase 3 – Recommendation for Award

#### Evaluation Categories and Thresholds

| <u>Evaluation Categories</u>       |           | <u>Possible Points</u> |
|------------------------------------|-----------|------------------------|
| <i>Administrative Requirements</i> |           |                        |
| <i>Proposal Application</i>        |           | <b>100 Points</b>      |
| Program Overview                   | 0 points  |                        |
| Experience and Capability          | 20 points |                        |
| Project Organization and Staffing  | 15 points |                        |
| Service Delivery                   | 55 points |                        |
| Financial                          | 10 Points |                        |
| <b>TOTAL POSSIBLE POINTS</b>       |           | <b>100 Points</b>      |

#### 4.3 Evaluation Criteria

##### A. Phase 1 – Evaluation of Proposal Requirements

1. **Administrative Requirements.** Applicants shall submit all certifications required for the services proposed in their application. If the applicant proposes a service and is not currently certified, it shall be deemed sufficient for the provider to indicate plans to achieve certification. However, awards may be contingent upon certification.

## 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

### B. Phase 2 – Evaluation of Proposal Application (100 Points)

**Program Overview.** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

#### 1. Experience and Capability (20 Points)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

- |  |          |
|--|----------|
| a. Necessary Skills  | <u>6</u> |
| • Identified and demonstrate skills, abilities, and knowledge relating to the delivery of the proposed services.   | <u>3</u> |
| • Identified and demonstrated skills, abilities and knowledge related to the delivery of services to Native Hawaiians and in the Native Hawaiian community.  | <u>3</u> |
| b. Experience  | <u>4</u> |
| • Application provides description of previous and current programs with all of the following information: Contracting agency, contact person, address, telephone number and/or email address, contract/program title, contract period, funding amount, and performance outcomes, relevant reports relating to performance are attached. | <u>2</u> |
| • Applicant identifies key staff members possessing experience and/or identifies experience working with Native Hawaiian community organizations, agencies, and/or businesses.   | <u>2</u> |

|   |          |
|---|----------|
| <b>c. Quality Assurance and Evaluation</b>  | <u>4</u> |
| • Applicant demonstrates it has a written evaluation plan to effectively measure, monitor, and evaluate program performance and detects and addresses issues/problems timely.   | <u>2</u> |
| • Applicant has written policies and procedures required for all of the services including personnel standards, operating procedures, eligibility determination, documentation, recordkeeping, data gathering, reporting, financial administration, quality assurance, monitoring, and evaluation | <u>2</u> |
| <b>d. Coordination of Services</b>  | <u>4</u> |
| • Demonstrated capability to coordinate services with other agencies and resources in the community.  | <u>2</u> |
| • Described proposed or actual partnerships or cooperative agreements with other public or private agencies that will assist the applicant in providing high quality employment and re-integration services, including those services specifically for Native Hawaiians and their families.       | <u>2</u> |
| <b>e. Facilities</b>  | <u>2</u> |
| • Adequacy of facilities relative to the proposed services.   | <u>1</u> |
| • Description of safety and supervision maintenance   | <u>1</u> |

**2. Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:



- a. **Staffing** 8
- Proposed Staffing: That the proposed staffing pattern, participant/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services. 2
  - Staff Qualifications: Minimum qualifications (including experience and culture based employment working with Native Hawaiians) for staff assigned to the program, including resumes, employment history, responsibilities, program experience, and significant accomplishments. (Includes any training requirements and other relevant training or experience to work with this population. 6
- b. **Project Organization** 7
- Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services. 2
  - Applicant explained how the program organization and assignment are sufficient for effective administration, management, supervision, and provision of services to meet the projected requirements of the RFP, and a clear plan for reviewing qualifications and effectiveness of staff and sub-recipient agencies or referral partners 2
  - Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks on both Organization and Program charts. 1
  - Applicant demonstrated the proposed organization would be sufficient to effectively administer, manage, and provide the required services. 2
3. **Service Delivery (55 Points)**

*Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.*

- Applicant included a detailed discussion of the applicant's approach to service activities and management requirements, including a start-up plan of all service activities and tasks with timelines. 10
- Applicant identified geographic areas and targeted \_\_\_\_\_

population groups, and demonstrated, using demographic data and other documentation, that the area(s) it proposes to serve contains significant numbers of the target population of the RFP, services available are insufficient to fill the need, and services proposed will effectively address the needs.

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- Applicant describes, in detail, intake process and service delivery planning, including actions taken to accept and ready clients for services, the assessment and prioritization processes, internal activities necessary to achieve each milestone, client-focused strategies to ensure success, and partners required to ensure a continuum of complimentary services, including in-house and referred services and one-on-one versus group services.
- Applicant describes, in detail, employer-focused outreach strategies, including job development and employer outreach strategies designed to improve participant success, external activities necessary to achieve milestones, as well as contact and communication protocols procedures, and decision-making processes for contact with DPS personnel, employers, and participants
- Applicant describes, in detail, the start-up plan and initializing activities necessary to provide services, service establishment timelines, including estimates for necessary agreements, approximate assessment, training, and placement timelines, as well as estimated timeframes for completion and closeout of participants
- Applicant describes, in detail, supportive services provided and referred during the program, including initial and on-going treatment, such as substance abuse treatment, and wrap-around and supportive services appropriate during job maintenance, as well as transition planning for participant exit from the program

15

15

5

5

5. *Financial (10 Points)*

a. *Pricing Structure*

- Demonstrates that applicant's proposed costs are reasonable and necessary by providing adequate information, such as agency-wide budget or administrative allocation methodology, and justification for all cost items, and explanation of applicant's method of allocation of indirect costs. Demonstrates that the applicant has a need for the amount requested for the proposed services. Demonstrates pricing structure comports with that in the Compensation and Method of Payment section.

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b. *Adequacy of Accounting System*

- Demonstrates, through narrative and appropriate documentation such as a **recent independent audit**, the Hawaii Compliance Express (HCE) **Certificate of Vendor Compliance**, the adequacy of applicant's accounting system and procedures to assure proper and sound fiscal administration of funding. Explains in sufficient detail applicant's ability to provide complete, accurate and timely fiscal reports.

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B. **Phase 3 – Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

## **Section 5**

### **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Output/Outcome Measurement Table

## Proposal Application Checklist Attachment A

Applicant: \_\_\_\_\_ RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. Return this checklist to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website.

| Item  | Reference in RFP | Format/Instructions Provided                          | Required by Purchasing Agency | Applicant to place "X" for items included in Proposal |
|---|------------------|---|-------------------------------|---|
| <b>General:</b>                                     |                  |   |                               |   |
| Proposal Application Identification Form (SPOH-200) | Section 1, RFP   | SPO Website*  | X                             |   |
| Proposal Application Checklist                      | Section 5, RFP   | Attachment A  | X                             |   |
| Table of Contents                                   | Section 5, RFP   | Section 5, RFP  | X                             |   |
| Proposal Application (SPOH-200A)                    | Section 3, RFP   | SPO Website*  | X                             |   |
| Hawaii Compliance Express Verification Certificate  | Section 1, RFP   | Hawaii Compliance Express SPO Website*                | X                             |   |
| Cost Proposal (Budget)                              |                  |   | X                             |   |
| SPO-H-205   | Section 3, RFP   | SPO Website*  |                               |   |
| SPO-H-205A  | Section 3, RFP   | SPO Website*<br>Special Instructions are in Section 5 | X                             |   |
| SPO-H-205B  | Section 3, RFP,  | SPO Website*<br>Special Instructions are in Section 5 |                               |   |
| SPO-H-206A  | Section 3, RFP   | SPO Website*  | X                             |   |
| SPO-H-206B  | Section 3, RFP   | SPO Website*  | X                             |   |
| SPO-H-206C  | Section 3, RFP   | SPO Website*  |                               |   |
| SPO-H-206D  | Section 3, RFP   | SPO Website*  |                               |   |
| SPO-H-206E  | Section 3, RFP   | SPO Website*  | X                             |   |
| SPO-H-206F  | Section 3, RFP   | SPO Website*  | X                             |   |
| SPO-H-206G  | Section 3, RFP   | SPO Website*  |                               |   |
| SPO-H-206H  | Section 3, RFP   | SPO Website*  | X                             |   |
| SPO-H-206I  | Section 3, RFP   | SPO Website*  |                               |   |
| SPO-H-206J  | Section 3, RFP   | SPO Website*  |                               |   |
| Most recent independent financial audit             | Section 3, RFP   |   | X                             |   |
| <b>Federal Certifications:</b>                      |                  | Section 5, RFP  |                               |   |
| Debarment & Suspension                              |                  | Section 5, RFP  | X                             |   |
| Drug Free Workplace                                 |                  | Section 5, RFP  | X                             |   |
| Lobbying  |                  | Section 5, RFP  | X                             |   |
| Program Fraud Civil Remedies Act                    |                  | Section 5, RFP  | X                             |   |
| Environmental Tobacco Smoke                         |                  | Section 5, RFP  | X                             |   |
|   |                  |   |                               |   |
| <b>Program Specific Requirements:</b>               |                  |   |                               |   |
|   |                  |   |                               |   |

\*Refer to subsection 1.2, Website Reference for website address.

## Proposal Application Table of Contents

|            |  |           |
|------------|--|-----------|
| <b>1.0</b> | <b>Program Overview.....</b>   | <b>1</b>  |
| <b>2.0</b> | <b>Experience and Capability.....</b>  | <b>1</b>  |
|            | A. Necessary Skills.....   | 2         |
|            | B. Experience .....  | 4         |
|            | C. Quality Assurance and Evaluation.....   | 5         |
|            | D. Coordination of Services .....  | 6         |
|            | E. Facilities.....   | 6         |
| <b>3.0</b> | <b>Project Organization and Staffing .....</b>   | <b>7</b>  |
|            | A. Staffing .....  | 7         |
|            | 1. Proposed Staffing .....   | 7         |
|            | 2. Staff Qualifications .....  | 9         |
|            | B. Project Organization .....  | 10        |
|            | 1. Supervision and Training .....  | 10        |
|            | 2. Organization Chart (Program & Organization-wide)<br>(See Attachments for Organization Charts)   |           |
| <b>4.0</b> | <b>Service Delivery .....</b>  | <b>12</b> |
| <b>5.0</b> | <b>Financial .....</b>   | <b>20</b> |
|            | See Attachments for Cost Proposal  |           |
| <b>6.0</b> | <b>Litigation .....</b>  | <b>20</b> |
| <b>7.0</b> | <b>Attachments</b>   |           |
|            | A. Cost Proposal   |           |
|            | SPO-H-205 Proposal Budget  |           |
|            | SPO-H-206A Budget Justification - Personnel: Salaries & Wages                                      |           |
|            | SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments,<br>and Fringe Benefits |           |
|            | SPO-H-206C Budget Justification - Travel: Interisland  |           |
|            | SPO-H-206E Budget Justification - Contractual Services – Administrative                            |           |
|            | B. Other Financial Related Materials   |           |
|            | Financial Audit for fiscal year ended June 30, 2012  |           |
|            | C. Organization Chart  |           |
|            | Program  |           |
|            | Organization-wide  |           |
|            | D. Performance and Output Measurement Tables   |           |
|            | Table A  |           |
|            | Table B  |           |
|            | Table C  |           |
|            | E. Program Specific Requirements   |           |

**OUTPUT AND PERFORMANCE/OUTCOME MEASUREMENTS TABLE**

|   | <b>FY 2014</b> |
|---|----------------|
| <b>OUTPUTS</b>  |                |
| • <b>Must include number of Native Hawaiians for each output</b>                |                |
| Number of individuals assessed for services                                     |                |
| Number of individuals completed Individual Service Plans                        |                |
| Number of individuals entered Employment Preparation Training                   |                |
| Number of individuals completed Employment Preparation Program                  |                |
| Number of individuals enrolled in Treatment programs                            |                |
| Number of individuals enrolled in Vocational Training                           |                |
| <b>OUTCOMES</b>   |                |
| • <b>Must include number of Native Hawaiians for each outcome</b>               |                |
| Number of individuals placed in permanent, unsubsidized employment              |                |
| Number of individuals placed in part-time employment (at least 20 hours a week) |                |
| Number of individuals placed in full-time employment (at least 40 hours a week) |                |
| Number of individuals employed for 90 days                                      |                |
| Number of individuals complete vocational training                              |                |

All numbers should reflect **actual** expected outputs and outcomes to be achieved by applicant, not necessarily the maximum number of charges OCS will pay for.

Organization: \_\_\_\_\_  
RFP No: \_\_\_\_\_

**FUNDING REQUEST**  
**FY 2014**  
\*\*\*SAMPLE\*\*\*

| <b>Table 1<br/>Tier 1 - \$4,500</b> | <b>Number of<br/>Participants</b> | <b>Number OCS<br/>Pays For</b> | <b>Funding Request</b> |
|-------------------------------------|-----------------------------------|--------------------------------|------------------------|
| Milestone 1                         |                                   | 100                            |                        |
| Milestone 1a                        |                                   | 100                            |                        |
| Milestone 2                         |                                   | 100                            |                        |
| Milestone 3                         |                                   | 100                            |                        |
| Milestone 4                         |                                   | 100                            |                        |
|                                     |                                   |                                | 4,500 x 100            |

|   |                  |
|---|------------------|
| <b>Total Funding Request for Fiscal Year 2014</b> | <b>\$450,000</b> |
|---|------------------|

Note: Outcomes and funding are for a one-year period from October 1, 2013 to September 30, 2014